

Montana One-Stop Certification Assessment Application

Attachment II

Self Assessment Survey (SAS)

This certification instrument guides evaluators and peer reviewers in the One Stop recertification process. The certification instrument should be utilized by the Community Management Team (CMT) and the One-Stop Operator. It is intended to identify areas that offer opportunities for improvement toward five key principles of WIA.

1. STANDARDS FOR MANAGEMENT AND PLANNING

1.1	Review question:	Please indicate the programs available through your One-Stop:		
√	Program	Co-located?	Hotelled?	Comments
	Title I WIA			
	Adult Education			
	Wagner-Peyser			
	Senior Services			
	Vocational Rehab			
	HUD			
	Community Services			
	Welfare to Work			
	Unemployment Insurance			
	TANF			
	Food Stamps			
	TAA/NAFTA			
	Post Secondary Education			
	Public Assistance			
	Child Support Enforcement Division			
	English Second Language			
	Native Services			
	Child Care			
	Small Business Administration			
	Transportation Services			
	Other			

#	Review Question	Yes	No	Comments/Corrective Action Plan
1.2	Leadership			
1	Do you have a workgroup or management team in place to establish and maintain sound management practices?			
2	Does your site working agreement have a collaborative approach?			
1.3	Community Management Team (CMT): Membership and Quality			
1	Do you have a CMT? (Please attach a current roster)			
2	Do your CMT members represent a member of the SWIB, private sector and other employer organizations?			
3	Does your CMT meet on a regular basis? If so when? (Please attach last meeting minutes)			
1.4	Planning			
1	Has your Site Working Agreement changed? If so please specify and attach a revised copy.			
2	Do you have a Plan for Continuous Improvement? (Please attach)			
1.5	Human Resources			
1	Do employees have opportunities to develop knowledge and skills through training? If so what kind?			
2	Is there team-based decision making and problem solving in your office?			
3	Are the One-Stop Career center's missions and guiding principles reflected in your office?			

2. STANDARDS FOR FACILITIES

#	Review Question	Yes	No	Comments/Corrective Action Plan
2.1	Name and Signage			
1	Do the One-Stop centers use state naming convention "One-Stop or JobLINC??			
2	How is this identifier used? (i.e. brochures, signs, website, correspondence, etc.)			
2.2	Common Entry			
1	Is there common entry for the public?			
2	Does the entrance provide accessible information for businesses and job seekers?			
2.3	Resource Room			
1	Does the Resource Room contain all the mandated resources (phone, fax, etc.)? Please list available resources.			
2	Is the Resource Room a focal point of the One-Stop Center?			
3	Is the Resource Room staffed at all times?			
2.4	Accessibility Assessment			
1	Has there been an ADA Accessibility Study completed? When?			
2	Have any necessary corrections been addressed?			

3. STANDARDS FOR SERVICE DELIVERY

#	Review Question	Yes	No	Comments/Corrective Action Plan
3.1	Customer Focus			
1	Does the One-Stop center have a tangible customer service focus?			
2	Are customers provided assistance on site? If not, are they referred elsewhere?			
3	Is there minimal redundant data collection?			
4	Are any brochures and posters created on site for the public? If so what kinds?			
5	Are your brochures and forms offered in other languages?			
6	Does the One-Stop Center compile customer requirements and expectations, through a variety of feedback collection methods?			
7	Addressing ease of access enhances customer service. Explain each access listed below.			
√	Access	Comments		
	Language translation services			
	Convenient transportation			
	Accessible parking			
	Convenient operation hours			
3.2	Core Services			
1	Is information available about education, employment, and training services provided? If so how?			
2	Is information provided about pre- and post-employment support services (job counseling, transportation, finances, etc.)? If so how?			
3	Are there dedicated phone lines and/or a computer made accessible to file a claim for Unemployment Insurance?			
4	Are intake procedures for intensive services available, and is referral to these services available on site?			

3.3	Intensive Services			
1	Does the common entry provide the preliminary information for a shared intake?			
2	Is an assessment of basic skills, aptitudes, abilities, interests, and job readiness available on site? What assessment tool is used?			
3	Is assistance available for identifying goals, objectives, and service combinations? How do you provide this assistance?			
4	Is individual, group counseling, or case management available?			
5	Are there workshops or skill training available? If so what kind?			
3.4	Training Services			
1	Is training available to eligible individuals who have been unable to obtain employment? If so what kind?			
2	Do you provide an assessment-verified need for training when there are jobs available?			
3	Does training include occupational skills training, upgrading, OJT, or job readiness?			
4	Are activities available to the employer as a customer of the One-Stop Center? If so what kind?			
3.5	Employer Services			
1	Are employers who contact or are contacted by any of the partner agencies provided with common employer services? If so what kind?			
2	Do participating local programs and agencies jointly market to employers? If so what type?			
3	Are employer contacts coordinated and non-duplicative, and are there shared employer contacts?			
4	Does the One-Stop and CMT coordinate efforts with local economic development organizations? If so what kinds?			
5	Is there a process to assure employers can obtain current information tailored to their needs? If so what kind?			

√	MONTANA ONE-STOP CAREER CENTER CERTIFICATION ATTACHMENTS
	Current Community Management Team (CMT) roster
	Meeting minutes from last CMT meeting
	Site Working Agreement (MOU, Consortium, or Bi-Laws (if changed and/or expired))
	Continuous Improvement Plan
√	OPTIONAL ATTACHMENTS
	Joint Training Activities
	Innovative Programs and Projects
	Confidentiality Agreements
	Information Sharing Plan
	Joint Orientation Process
	Common Intake
	Marketing Brochure(s)
	Organizational Chart